

**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**

**EXEMPLAR 001 - MEMORANDUM**

<b>STUDENT NAME &amp; SURNAME</b>	
<b>ID NUMBER</b>	
<b>EISA REGISTRATION NUMBER</b>	
<b>ASSESSMENT CENTRE</b>	
<b>ASSESSMENT CENTRE ACCREDITATION NUMBER</b>	
<b>QUALIFICATION</b>	<b>Occupational Certificate: Dispatching and Receiving Clerk. Part Qualification 2: Dispatch Clerk</b>
<b>SAQA ID</b>	<b>99446</b>
<b>CREDITS</b>	<b>34</b>
<b>PAPER</b>	
<b>DATE OF EISA</b>	DD/MM/YYYY
<b>DURATION</b>	<b>2 HOURS</b>
<b>TOTAL MARKS</b>	<b>65</b>
<b>PASS MARK</b>	<b>23</b>

**GENERAL EISA RULES**

1. Students are **only** allowed to use the supplied EISA booklets.
2. Students are **only** allowed to use a black pen for their answers.
3. Students to ensure that their name, surname and EISA registration number appears on the front of your EISA booklet.
4. This is a closed book examination; therefore, no other material or belongings are to be brought into the assessment centre. Should you bring any other material or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Students may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you; the use of any communication devices, including smart watches, cell phones, tablets, i-Pads, head phones and laptops are prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Students are prohibited from conversing in any manner with other students.
11. Students may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Students who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

\_\_\_\_\_  
**SIGNATURE OF STUDENT**

**Question 1**

Dispatching Stock

**(15 Marks)**

Read the following case study and answer the questions that follow:

Reliable Goods Wholesale is a medium-sized wholesaler that supplies basic households' products in bulk to local supermarkets, spaza shops, small businesses and the local communities. The company is based in Pretoria. Yesterday, three orders were placed by three of their regular customers.

As the dispatching clerk, you are requested to complete the dispatch advice template for each of the three customers. Use information and documents provided below to complete this exercise.

- Stock Available to Sell Record
- Customers details
- Store Order Form (A list of stock items ordered)
- A dispatch advice template

**Stock Available to Sell Report**

Qty	Item	SKU No.	Unit Price	Qty	Item	SKU No.	Unit Price
100	Corn Flakes, 1kg	0941	R80.00	100	Tagless Tea Bags, 80	0949	R50.00
150	All Bran, 1 Kg	0942	R80.00	50	Basmati Rice, 1kg	0950	R60.00
150	Cake Wheat Flour, 2.5kg	0943	R35.00	55	Coffee 750 kg	0951	R100.00
200	White Sugar, 2.5kg	0944	R45.00	60	Jam, 900kg	0952	R40.00
140	Brown Sugar, 2kg	0945	R30.00	70	Peanut butter, 400g	0953	R40.00
150	Maize Meal, 5kg	0946	R50.00	150	Washing Powder, 2kg	0954	R60.00
200	Maize Meal, 2.5kg	0947	R35.00	200	Fabric Softener, 2L	0955	R60.00
250	Long Grain Parboiled White Rice, 2kg	0948	R40.00	200	Dishwashing liquid, 750ml	0956	R30.00

Question 1.1.

**Details about customer 1**

Customer name and physical address:

M n M Guest House CC.

No. 276 Madiba

Street

Pretoria

0001

Contact Details:

Ms. Paseka Lethole

Tel No.012 926 6521

Email Address: mnmguesthouse@gmail.com

Purchase Order Number: 65321

Transport agent details:

Let us Go door to door.

Driver's name: Shadrack Nthume

Vehicle plate registration number: XYZ 265 GP

Date on which the order was placed: 18 June 2021.

Products ordered.

**Store Order Form**

M n M Guest House CC	Purchase Order Number: 65321	
<b><i>Goods ordered</i></b>		
<b>Description</b>	<b>SKU No.</b>	<b>Quantity</b>
Corn Flakes, 1kg	0941	20
Maize Meal, 2.5kg	0947	40
Cake Wheat Flour, 2.5kg	0943	10
White Sugar, 2.5kg	0944	30
Brown Sugar, 2kg	0945	10

### Delivery Advice Template

Customer's details		Customer's contact details		Purchase Order No.	
To: M n M Guest House CC No. 276 Madiba Street Pretoria		Name: Ms. Paseka Lethole  Tel No.012 926 6521  Email Address: mnmguesthouse@gmail.com		No. 65321	
<b>GOOD DELIVERED</b>					
Goods description:		SKU NO.	Quantity	Unit Price	Total
Corn Flakes, 1kg		0941	20	R80.00	R1600.00
Maize Meal, 2.5kg		0947	40	R35.00	R1400.00
Cake Wheat Flour, 2.5kg		0943	10	R35.00	R350.00
White Sugar, 2.5kg		0944	30	R45.00	R1350.00
Brown Sugar, 2kg		0945	10	R30.00	R300.00
				Sub Total:	R5000.00
				Vat:	R750.00
				Grand Total:	R5750.00
Customer signature:	Date Received:	Name of transport agent: Let Us Go Door to Door		Delivery Time:	Driver Name: Shadrack Nthume
		Vehicle plate Reg No. XYZ 265 GP			Signature:
<b>Goods received in good order and condition</b>					

1.1.1. Use provided customer's details to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided below.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
M n M Guest House CC No. 276 Madiba Street Pretoria 0001 Contact Details: Ms. Paseka Lethole Tel No.012 926 6521 Email Address: mnmguesthouse@gmail.com Purchase Order Number: 65321

1.1.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering this order.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
Let us Go door to door. Driver's name: Shadrack Nthume Vehicle plate registration number: XYZ 265 GP

1.1.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided.

**(3 marks)**

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below:
20x Corn Flakes, 1kg
40x Maize Meal, 2.5kg
10x Cake Wheat Flour, 2.5kg
30x White Sugar, 2.5kg
10x Brown Sugar, 2kg

Question 1.2.

**Details about customer 2**

Name of customer and physical address:

Zack Spaza Shop CC

No. 255 Kgosi Mampuru Street

Pretoria

0001

Contact Details:

Mr. Zack Molotlowane

Tel No. 012 715 4395

E Mail Address: Zack22@gmail.com

Purchase Order Number: 63986

Transport agent details:

Areyeng deliveries

Driver's name: Solomon Kwekwetla

Vehicle plate registration number: PNY 358 GP

Date on which the order was placed: 3 June 2021.

Products ordered.

**Store Order Form**

Zack Spaza Shop CC	Purchase Order Number: 63986	
<b><i>Goods ordered</i></b>		
<b>Description</b>	<b>SKU No.</b>	<b>Quantity</b>
Maize Meal, 2.5kg	0947	20
White Sugar, 2.5kg	0944	30
Washing Powder, 2kg	0954	40
Fabric Softener, 2L	0955	20
Dishwashing liquid, 750ml	0956	20

**Delivery Advice Template**

Customer's details		Customer's contact details		Purchase Order No.	
To: Zack Spaza Shop CC No. 255 Kgosi Mampuru Street Pretoria 0001		Mr. Zack Molotlowane Tel No. 012 715 4395 E Mail Address: Zack22@gmail.com		No. 63986	
<b>GOODS DELIVERED</b>					
Goods description:		SKU No.	Quantity	Unit Price	Total
Maize Meal, 2.5kg		0947	20	R80.00	R1600.00
White Sugar, 2.5kg		0944	30	R35.00	R1050.00
Washing Powder, 2kg		0954	40	R35.00	R1400.00
Fabric Softener, 2L		0955	20	R45.00	R900.00
Dishwashing liquid, 750ml		0956	20	R30.00	R600.00
				Sub Total:	R5500.00
				Vat:	R825.00
				Grand Total:	R6325.00
Customer signature:	Date Received:	Name of transport agent: Areyeng deliveries		Delivery Time:	Driver Name: Solomon Kwekwetla
		Vehicle plate Reg No. PNY 358 GP			Signature:
<b>Goods received in good order and condition</b>					

1.2.1. Use provided customer's details to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided below.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
Zack Spaza Shop CC No. 255 Kgosi Mampuru Street Pretoria 0001 Contact Details: Mr. Zack Molotlowane Tel No. 012 715 4395 E Mail Address: Zack22@gmail.com Purchase Order No. 63986

1.2.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering this order.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
Areyeng deliveries Driver's name: Solomon Kwekwetla Vehicle plate registration number: PNY 358 GP

1.2.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided.

**(3 marks)**

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below:
20x Maize Meal, 2.5kg
30x White Sugar, 2.5kg
40x Washing Powder, 2kg
20x Fabric Softener, 2L
20x Dishwashing liquid, 750ml



Question 1.3.

**Details about customer 3.**

Customer name and physical address

Prestige Retail Store.

123 Sophie de Bruyne

Pretoria

0001

Contact Details:

Elizabeth Moduma

Tel No. 012 896 2359

Email Address: admin@prestigretailstore.co.za

Purchase Order Number: 57901

Transport agent details:

Norman Logistics

Driver's name: David Mashilwana

Vehicle plate registration number: PNY 358 GP

Date on which the order was placed: 23 June 2021.

Products ordered.

**Store Order Form**

Prestige Retail Store		Purchase Order No.
<b>Goods ordered</b>		
Description	SKU No.	Quantity
Tagless Tea Bags, 80	0949	60
Brown Sugar, 2kg	0945	40
All Bran, 1 Kg	0942	50
Basmati Rice, 1kg	0950	30
Long Grain Parboiled White Rice, 2kg	0948	50

## Delivery Advice Template

Customer's details		Customer's contact details		Purchase Order No.	
To: Prestige Retail Store 123 Sophie de Bruyne Pretoria 0001		Elizabeth Moduma Tel No. 012 896 2359 Email Address: admin@prestigeretailstore.co.za		No. 57901	
<b>GOODS DELIVERED</b>					
Goods description:		SKU No.	Quantity	Unit Price	Total
Tagless Tea Bags, 80		0949	60	R50.00	R3000.00
Brown Sugar, 2kg		0945	40	R30.00	R1200.00
All Bran, 1 Kg		0942	50	R80.00	R4000.00
Basmati Rice, 1kg		0950	30	R60.00	R1800.00
Long Grain Parboiled White Rice, 2kg		0948	50	R40.00	R2000.00
				Sub Total:	R12000.00
				Vat:	R1440.00
				Grand Total:	R13440.00
Customer signature:	Date Received:	Name of transport agent: Norman Logistics	Delivery Time:	Driver Name: David Mashilwana	
		Vehicle plate Reg No. MNR 297 GP		Signature:	
<b>Goods received in good order and condition</b>					

1.3.1. Use provided customer's details to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided below.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
Prestige Retail Store 123 Sophie de Bruyne Pretoria 0001 Contact Details: Elizabeth Moduma Tel No. 012 896 2359 Email Address: admin@prestigeretalstore.co.za Purchase Order Number: 57901

1.3.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering this order.

**(1 mark)**

Allocate one (1) mark for correctly captured information.
Norman Logistics
Driver's name: David Mashilwana
Vehicle plate registration number: MNR 297 GP

1.3.3. Identify and fill in details (descriptions) and quantities of products being dispatched, on the dispatch note provided.

**(3 marks)**

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below:
60x Tagless Tea Bags, 80
40x Brown Sugar, 2kg
50x All Bran, 1 Kg
30x Basmati Rice, 1kg
50x Long Grain Parboiled White Rice, 2kg

**(Total Marks for Question 1 = 15)**







**Question 2**

Packaging Material

**(3 Marks)**

2.1. As the dispatching clerk, you are requested to select the correct packaging material to use to package each of the given examples of stock items, below.

- Tomatoes
- 16 boxes of microwaves, 32L each (Caged/ wrapped 16 boxes with microwaves)
- 2 boxes with 24 plates in each.

Examples of packaging material			Example of stock
<p>Corrugated cardboard box.</p>  <p><i>Copied from emballagecartier.com on 08-07-2021.</i></p>	<p>Bubble Wrap</p>  <p><i>Copied from www.ebay.com on 11-07-2021</i></p>	<p>Polystyrene Beads</p> 	<p>2 boxes with 24 plates in each.</p>
<p>Crate</p>  <p><i>Copied from pxhere.com on 12-07-2021.</i></p>			<p>Tomatoes</p>
<p>Pallet</p> 	<p>Stretch wrap.</p>  <p><i>Copied from www.northerntool.com on 27 July 2021</i></p>		<p>Caged/ wrapped 16 boxes with microwaves</p>

**(Total Marks for Question 2 = 3)**

**Question 3**

Shrinkage Control in the Dispatching Environment

**(12 Marks)**

3.1. Read the mini scenarios below and identify good and bad shrinkage control practices in a dispatching environment. Use a tick (√) to indicate good practices and bad practices. **(4 marks)**

Allocate a mark for each of the two (2) correct answers for the bad practices and a mark for each of the two (2) correct answers for the good practices.								
Scenario	Practice							
	Good	Bad						
<p>Princes, the newly employed dispatching clerk at Makhado Supermarket has been given three picking slips for three customers whose deliveries are scheduled as illustrated below.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Customer A</td> <td>Customer B</td> <td>Customer C</td> </tr> <tr> <td>9 :30</td> <td>11:30</td> <td>12:30</td> </tr> </table> <p>As she captures delivery addresses, she unintentionally / mistakenly captured the delivery address of Customer C in the dispatch order for customer A.</p> <p>Is this a good or bad practice?</p>	Customer A	Customer B	Customer C	9 :30	11:30	12:30		√
Customer A	Customer B	Customer C						
9 :30	11:30	12:30						
<p>The dispatching clerk has used pallets to package 20 bags of oranges.</p> <p>Is this a good or bad practice?</p>	√							
<p>The dispatching clerk has used a forklift to move a pallet with boxes of Koo Baked beans to the loading bay.</p> <p>Is this a good or bad practice?</p>	√							
<p>John, the junior dispatching clerk, has dispatched a delivery of frozen food in a truck that is not refrigerated.</p> <p>Is this a good or bad practice?</p>		√						

3.1.1. Identify at least two (2) bad practices from the scenario above.

**(2 marks)**

Allocate a mark for each one of the two (2) correct answers.
Capturing wrong information about customers' delivery addresses
Putting wrong labels on packaging materials.
Delivering frozen food using a truck that is not refrigerated.

3.1.2. Identify at least two (2) good practices from the scenario above.

**(2 marks)**

Allocate a mark for each one of the two (2) correct answers.
The use of pallets as a packaging material for bags of oranges.
The use of a forklift to move a pallet with boxes of Koo Baked beans to the loading bay.

3.2.

**(4 marks)**

a. How will the identified bad practices impact on shrinkage in dispatching?

Allocate two (2) marks for each of the two (2) correct answers.
The delivery will not reach the correct customer at the scheduled time.
The stock with an incorrect label will not get delivered to the right customer.

b. How can the identified bad practice be improved?

**(4 marks)**

Allocate two (2) marks for each of the two (2) correct answers.
Pay attention to details when capturing information about orders. (Concentrate and be focused)
Pay attention to details when putting labels on packaging materials. (Concentrate and be focused)
Use appropriate trucks for deliveries.

**(Total Marks for Question 3 = 12)**

**(TOTAL MARKS FOR THE EXAM: Indicate Total)**

**MARK ALLOCATION GRID** (For use by the Assessor only)

<b>QUESTION</b>	<b>MARK</b>	<b>MARKS AWARDED</b>
1.1	5	
1.2	5	
1.3	5	
2	3	
3.1	2	
3.2	2	
3.3	8	
<b>TOTAL Q1</b>	<b>15</b>	
<b>TOTAL Q2</b>	<b>3</b>	
<b>TOTAL Q3</b>	<b>12</b>	
<b>GRAND TOTAL</b>	<b>30</b>	

**ASSESSOR DETAILS**

<b>ASSESSOR NAME &amp; SURNAME</b>	
<b>REGISTRATION NUMBER</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	

**INTERNAL MODERATOR DETAILS**

<b>MODERATOR NAME &amp; SURNAME</b>	
<b>REGISTRATION NUMBER</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	